DEFY

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DTD314
DTD315

TUMBLE DRYER

CONDENSER TECHNOLOGY

Record in the space below the listed information for future reference.
The serial number is found on the serial label located on the inside of the door on the dryer.

SERIAL NUMBER……..

DATE OF PURCHASE……...

PURCHASED FROM……..

…….

The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.

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Please register your product at

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DEFY APPLIANCES (PTY) LTD
P.O.BOX 12004
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DURBAN
4026
SOUTH AFRICA

1 Introduction

Dear customer,
Your new Defy tumble dryer was manufactured in a state of the art facility and has passed the strictest quality control procedures.
Please read this manual carefully before using your product for the first time and then store it within easy reach for future reference.
We trust you will enjoy years of trouble free use.

The user manual:

- This manual will provide you with information on how to safely operate and care for your dryer in order that you gain the maximum benefit from it.
- Pay particular attention to any safety instructions.
- Please read all additional documents supplied with your dryer.
- Please note that this manual is used for several similar but different models. Pease check for relevance regarding your particular model.

Explanation of symbols used in this manual

Important safety information. Warning for hazardous situations with regard to life and property.

Caution; Warning for supply voltage.

Caution; Warning for fire hazard.

Caution; Warning for hot surfaces.

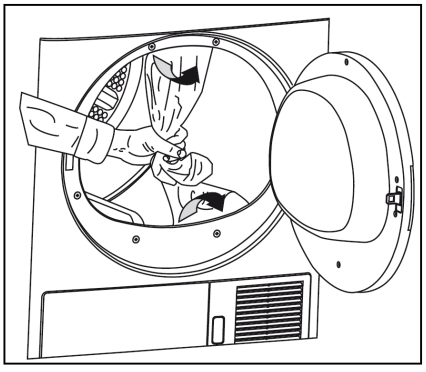
Read the instructions.

Useful information. Important information or useful hints about usage.

Unpacking

Remove all packaging. Ensure that packing material is disposed of in a responsible manner and that any plastic bags are cut up to prevent children playing with them and accidentally suffocating. If the dryer is damaged in any way do not use it. Report the damage to your dealer who will take the necessary corrective action.

Remove the transport safety assembly before using the dryer for the first time.



You will find a nylon bag inside the drum containing a piece of Polystyrene. Grasp the section marked XXXX and pull the bag out to remove the transport safety assembly. Ensure that no part of the assembly remains inside the drum.

1. Unplug the dryer before transporting it.
2. Remove the water drain (if any) and chimney connections.
3. Drain the water (if any) in the dryer.

Carry the dryer in the upright position. If it is not possible to carry the dryer in the upright position, carry it by tilting it towards the right side when looked on from the front. After the dryer has been positioned, you should wait for 12 hours before starting it.

2 Important safety information

- Read and understand the safety instructions before using the dryer. Any failure of the dryer or losses caused by ignoring these instructions are not covered by warranties or liabilities.
- This dryer is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the dryer by a person responsible for their safety. Children should be supervised to ensure that they do not play with the dryer.

Warning against electric shock

- The dryer is equipped with a 3 pronged earthed plug which must be plugged into an appropriate and easy to reach earthed wall socket.
- Do not attempt to modify the plug.
- Do not use a double adaptor, multi-plug or extension cord.
- If the supply cord is damaged it should be replaced by an authorised service agent to avoid an electrical hazard.
- Do not attempt to repair the dryer yourself. Repairs should only be undertaken by authorised service agents.
- Never touch the plug with wet hands nor pull on the cable to unplug the dryer.
- Never wash the dryer with water.

Warning against possible explosions.

- Do not place combustible materials such as petrol, alcohol or thinners near or in the dryer. Neither attempt to dry fabrics which have been soaked with or exposed to these materials.
- Do not operate the dryer if a gas leak or spillage of combustible liquids has occurred nearby.

Warning against fire

- Empty pockets of cigarette lighters and matches.
- Do not attempt to dry cushions or quilts as these will accumulate excessive heat.
- Do not dry unwashed fabrics. Fabrics must be damp before drying them.
- Garments bolstered with rubber foam (latex foam), shower caps, water resistant textiles, materials with rubber reinforcement and rubber foam pads should not be dried in the dryer.
- Do not connect the air outlet of the dryer to chimneys used to exhaust the fumes from gas or fuel burning products.
- Do not locate the dryer on a carpeted floor, as this may inhibit free air circulation under the dryer.

Warning against personal injury.

- Do not touch the laundry drum until the dryer stops operating.
- Check the drum before closing the door. Pets and children have been known to climb inside.

General safety instructions.

- The dryer is designed for domestic use only and it should be used for no other purpose other than that for which it was designed.
- Follow the drying instructions on garment care labels.
- Remove any coins, pins, screws, stones or sharp objects from clothing before placing them in the dryer.
- Underwear that contains metal reinforcements should not be placed in a dryer. Damage to the dryer can result if the metal reinforcements come loose during drying.
- Do not sit or stand on the dryer nor place heavy objects on top as deformation of the control panel and plastic components could occur.
- Do not overload the dryer.
- Always clean the lint filter before or after each drying cycle. Never operate your dryer without the lint filter installed.
- Do not allow fibres, dust and dirt to accumulation around the exhaust outlet and adjacent areas.
- Unplug the machine and keep the door closed when it is not in use.
- The final part of the drying cycle includes a cool down period to minimise creasing and to ensure that fabrics are de-stressed.

3 Installation

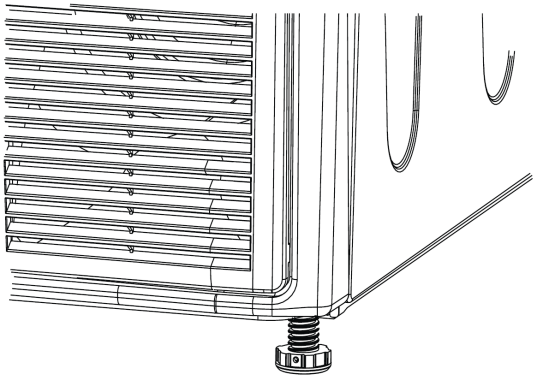
ⓘ Ensuring the correct installation is the customer's responsibility.

Location.

- The dryer should be located in a well ventilated room, away from heat sources such as gas, oil or coal fired appliances.
- Position the dryer on a flat, even, uncarpeted floor.
- Ensure that the rear wall of the dryer does not touch any protrusions such as taps, sockets and pipes.
- Ensure that an electrical supply point is within easy reach of the power cord.

Levelling.

- The dryer must be levelled to ensure vibration-free operation
- Level the dryer by turning the adjustable feet either in or out.
- Never remove the adjustable feet.

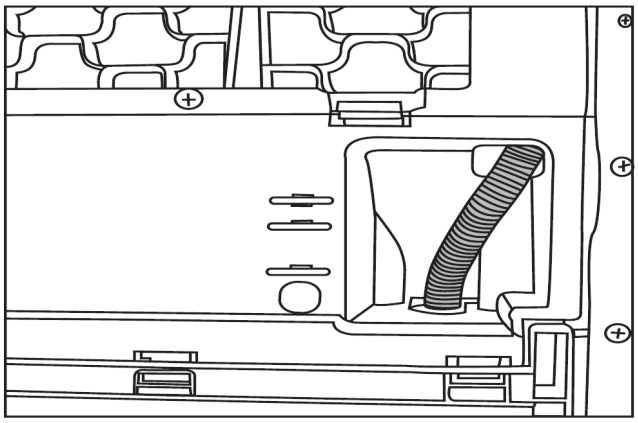


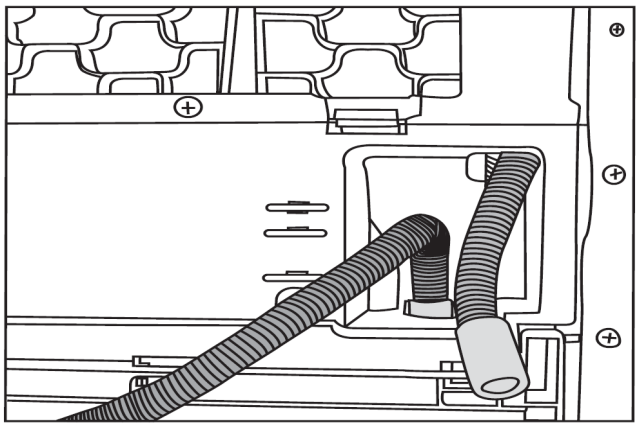
Draining accumulated water

The dryer is equipped with a condenser unit. Water accumulates in the water tank during the drying process. This water should be drained after each drying cycle. This may be done manually by removing and emptying the water tank or water may be drained automatically through the drain hose supplied.

Connecting the water drain hose

- Remove one end of the hose attached to the dryer as shown
- Connect the drain hose supplied with the dryer to the vacated pipe fitting as shown.
- The other end of the hose should be attached to a dedicated drain or basin the maximum height of which should not exceed 80 cm.
- Secure all hose ends as a loose end could flood your home.
- Do not bend, twist or kink the drain hose.





Electrical connection.

- The dryer must be plugged into a dedicated 230V. 10A. earthed wall socket.
- Do not use a double adaptor.
- The manufacturer and seller do not accept responsibility for any damage due to incorrect electrical connection.
- If the power cord needs replacing, use only a genuine type 'X' cord available from the nearest Defy Service Centre. The power cord must only be replaced by an authorised service agent to avoid an electrical hazard.

4 Advice column

The following items must NOT be placed in the Dryer as they pose a fire risk:

- Chemically impregnated fabrics such as mops or cleaning cloths saturated with wax or inflammable solvents.
- Rubber backed articles, rubber boots, and tennis shoes.
- Clothes fitted with foam rubber pads.
- Garments treated with dry-cleaning fluid or a combustible solution.
- Durable pleated items other than permanent press.
- Fibre-glass or leather items.
- Cushions, quilts and similar stuffed items as these accumulate heat.
- Gas lighters that have accidentally been left in pockets.

Loading

- Do not overload the machine. We recommend loading the drum to the halfway mark.
- Do not place dripping wet articles in the dryer. As much water as possible should be extracted before placing them in the drum.
- Clothes should not be loaded in a tangled condition as this will prolong the drying time.
- Mix small and large articles for faster drying time. Shake out each article for more even drying.
- It is recommended that synthetic whites and coloured articles are not mixed until their colour fastness has been established.
- Add a few hand towels to act as buffers when drying a very small load.
- Large items tend to retain a certain position in the drum. To ensure thorough drying it may be necessary to remove these articles midway during the drying cycle and reposition them before continuing.
- Bulky duvets and eiderdowns may not be suitable even if the dry weight of the item is within the prescribed limits. Their size may prevent them from tumbling.

Recommended loading level

Cotton T-shirts and Knit underwear.

- Dry only to a slightly damp stage. If these articles are allowed to tumble too long, the knitted cotton may shrink. This may be corrected by re-dampening or by wearing the article.

Curtains and slip covers.

- Remove from the dryer while slightly damp.
- Iron and hang immediately.

Chenille and candlewick bedspreads.

- Dry only one bedspread at a time.
- Remove as much moisture as possible before placing the bedspread in the dryer.
- Dry completely.

Lingerie.

- Use the Delicate programme.
- Remove soon after drying to minimize creasing.
- To avoid tangling, it is recommended that nylon stockings are enclosed in a nylon mesh bag during drying.

Knitted synthetics.

- Use a dry towel as a buffer, rubbing surfaces may cause small beads to form, (Turn these articles inside out).

Corduroy.

- Turn inside out.
- Remove while still damp and re-shape.

Silks, Dacrons and nylons.

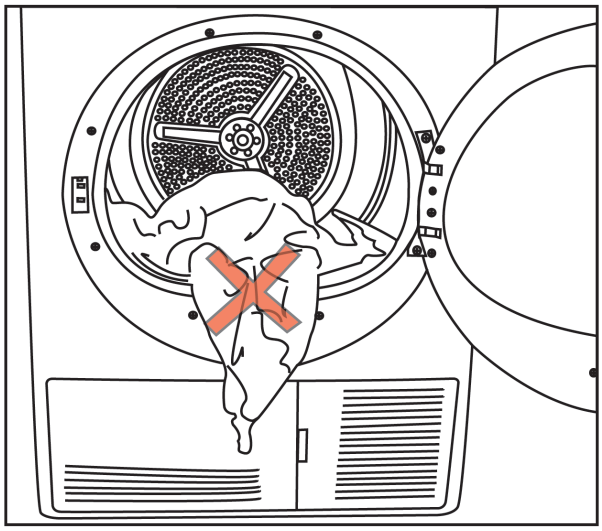
- Place in the dryer separately.
- Do not over-dry.

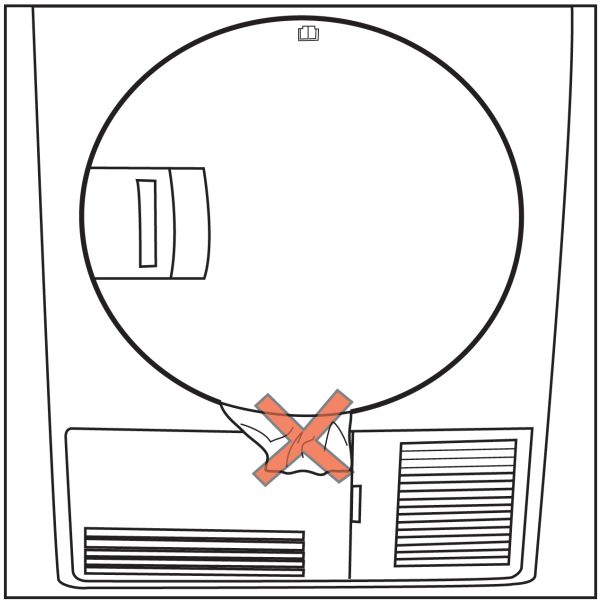
Loading the laundry

1. Open the loading door.
2. Place the laundry in the machine without compressing.
3. Push the loading door to close.

Ensure that no items are caught in the door.

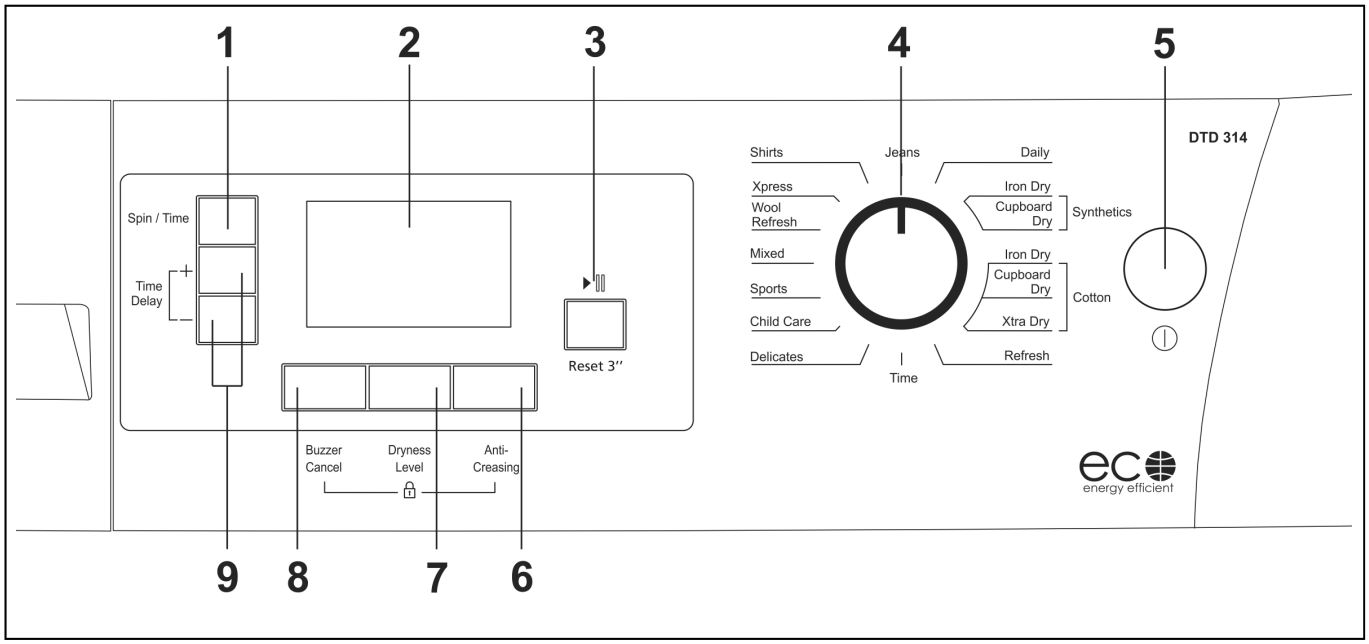
Ensure that the loading guidelines on the previous page are followed.



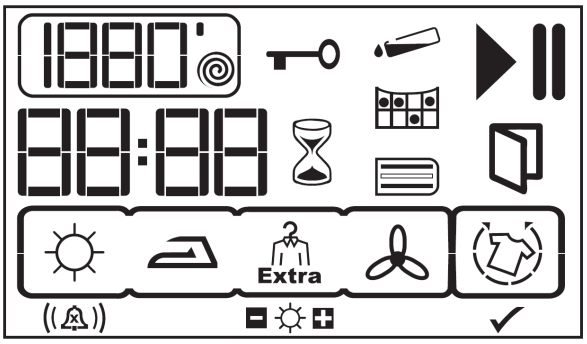


Figures represented in this instruction manual are schematic and may not correspond exactly with your dryer. If certain features are not included in the dryer you have purchased, they may be model specific and therefore only valid for some models.

5 Control panel

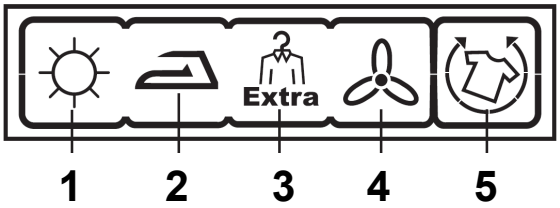


1 Spin speed, Timer & Programme button
2 Display
3 Start / Pause / Cancel button
4 Programme selection Knob
5 On / Off button
6 Anti creasing button
7 Dryness level button
8 Buzzer cancel (Cancel audio warning)
9 Time delay buttons



Programme time display
Operation symbol
Pause symbol
Water tank warning symbol
Filter cleaning warning symbol
Filter drawer cleaning symbol
Remaining time indictor
Child lock symbol
Time delay mode symbol
Door open warning symbol
Anti crease mode warning symbol
Buzzer cancel symbol
Dryness level symbol
Anti creasing is activated

Progress indicators



Note: The remaining time indicator shows the remaining time left to the end of the programme and changes according to the dampness of the load.

1 Drying
2 Iron dry
3 Cupboard dry
4 Ventilate
5 Anti-crease

6 Using the dryer

- Switch on at the wall socket
- Sort the laundry according to fabric type.
- Place the laundry in the drum.
- Close the door.
- Press the ON / Off button. This does not mean the programme has started.
- Select the appropriate drying programme using the programme selection knob.

Extra dry	Cotton laundry is dried at normal temperature. Thick , multi-layered laundry, towels, linen, jeans etc. are dried so that no ironing is required before cupboard storage.
Cupboard dry	Normal laundry, table cloths, underwear etc is dried so that no ironing is required before cupboard storage.
Cupboard dry plus	Normal laundry, table cloths, underwear etc is dried over and above the normal cupboard dry so that no ironing is required before cupboard storage.
Iron dry	Normal laundry, shirts, dresses etc. are dried ready to be ironed.

Please see the Programme selection and consumption table on page 11 for more details.

- Press the Start / Pause / Cancel button to start the programme. The dryer will commence with the selected drying cycle and the relevant indicators will light up commencing with “Drying”.

Changing a programme during drying

- Press and hold the Start / Pause / Cancel button for 3 seconds to cancel the current programme.
- Select the new programme.
- Press and hold the Start / Pause / Cancel button to start the new programme.

You can also select a new programme by turning the programme selector knob to the desired programme while the dryer is operating.

Adding or removing laundry while dryer is in pause mode.

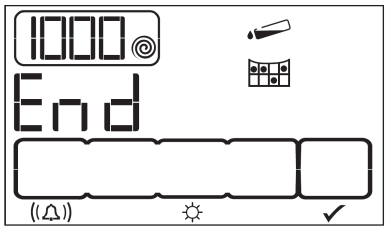
- Press the Start / Pause / Cancel button to pause the machine.
- The drying process will stop.
- Open the door and add or remove laundry as desired.

Caution

- The inside of the drum is hot. Avoid contact to prevent burns.
- Press the Start / Pause / Cancel button to resume drying.
- Note: Damp laundry added will transfer moisture to articles all ready in the dryer and these may not be dry when the programme ends.

Cancelling a programme during drying

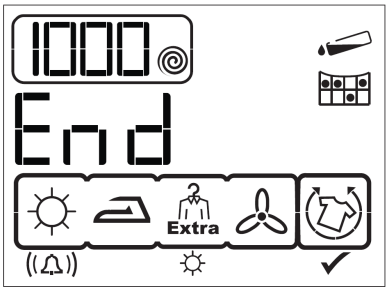
- Press and hold the Start / Pause / Cancel button for 3 seconds.
- The lint filter cleaning and water tank symbols will switch on and “End” will be displayed.



As the inside of the machine will be very hot when you cancel a programme while the machine is running, activate the ventilation program to cool it down.

End of programme

- The lint filter cleaning and water tank symbols will switch on and “End” will be displayed.
- Open the door and remove the dried laundry.
- Press the ON / OFF button to switch the dryer off.



- Clean the lint filter and empty the water tank after each drying cycle.

- **If the Anti-crease function was selected and the laundry was not removed, the 2 hour anti creasing programme will be activated**

7 Programmes

Main programmes
Depending on the fabric type the following main drying programmes are featured.

Cottons

- Recommended for cotton items. Bed sheets, towels, bath robes etc.

Synthetics

- Recommended for synthetic fabrics.

Jeans

- Dries jeans which have been spin-dried at high speed in your washing machine.

Additional programmes
These may vary for different dryer models.

Xpress
For cottons which have been spin-dried at high speed in your washing machine.
This programme dries 1Kg cotton (3 shirts or T -shirts in 45 minutes.

Shirts
A programme specifically designed for drying shirts, leaving them slightly moist and ready for ironing. To minimise creasing, we recommend you do not leave the shirts in the dryer at the end of the programme.

Mixed
Used for drying a mixed load of non pigmented synthetic and cotton laundry.

Sport
Used for drying a mixed load of cotton and synthetic laundry.

Wool refresh
Used to aerate and soften machine washable woollen fabrics. Do not dry completely
Remove items immediately after the programme ends.

Daily
Used for cottons and synthetics used daily.
Duration of programme is 1.5 hours.

Child Care
Used for very delicate laundry that has been hand washed. We recommend you place these articles in a cloth bag to prevent any accidental entanglement.

Ventilation
A 10 minute programme without heat.
Used for aerating stuffy clothes that have been stored for some time.

Timed programmes
10, 20, 30, 40, 50,60,70,80.100.120.140.and 160 minute programmes may be selected.
The machine will dry for the selected time regardless of the dryness level.

8 Programme selection and consumption table

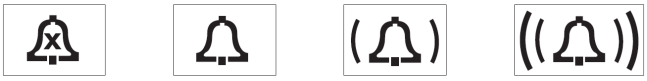
Programmes	Capacity (Kg)	Spin speed in washing machine (rpm)	Approximate remaining humidity (%)	Drying time in minutes
Cottons and Coloured fabrics				
Xtra dry	8	1000	60	190
Cupboard dry	8	1000	60	175
Iron dry	8	1000	60	150
Child Care	3	1000	60	80
Shirt	1,5	1200	50	50
Jeans	4	1200	50	120
Daily	4	1200	50	90
Mixed	4	1000	60	115
Sport	4	1000	60	105
Express	1	1200	50	45
Delicates	2	600	40	55
Wool refresh	1.5	600	50	8
Synthetics				
Cupboard dry	4	800	40	70
Iron dry	4	800	40	55
Energy Consumption Values				
Programmes	**Capacity (Kg)**	**Spin speed in washing Machine (rpm)**	**Approximate remaining humidity (%)**	**Energy Consumption kWh**
Cupboard dry for cottons*	8	1000	60	2.68
Iron dry for cottons	8	1000	60	2.1
Cupboard dry for synthetics	4	800	40	0.95

- Energy label standard programme (EN 61121:2005)
- All values given in the above table are fixed according to EN 61121: 2005 Standard
- Values may deviate depending on laundry type Spin speed , environmental conditions and voltage fluctuations.

9 Auxiliary functions

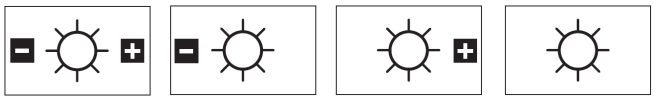
Buzzer Cancel

- At the end of a drying programme an audible chime (buzzer) will sound.
- The picture illustrates different volume levels that may be selected by pressing the Buzzer cancel button repeatedly until the desired volume level symbol appears in the display.
- If you find this annoying, you may undo this function by pressing the button repeatedly until X appears in the display.
- This may be done either before or after the programme starts.



Dryness level

- The default drying level may be adjusted before the selected programme starts by pressing the dryness level button repeatedly until the desired symbol appears in the display.
- (+) = more drying
- (-) = less drying

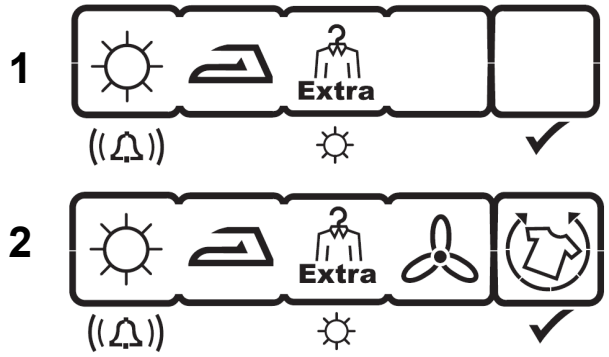


Anti-creasing

- Press the anti-creasing button if the laundry will not be removed immediately after the end of the drying programme.
- Selecting this function minimises creasing by rotating the drum every 4 minutes for 2 hours.

The pictures below show

- **1** the function has been activated but the drying cycle is still operating.
- **2** The function is operating after the drying cycle has ended.



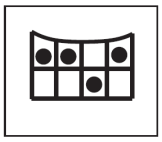
Changing the display contrast

- The contrast of the display may be adjusted to improve clarity.
- Press and hold the Spin speed, Timer Programme button for 3 seconds.
- All the symbols on the display will appear for 3 seconds to indicate that the contrast has been altered.
- Perform the same process to revert to the original setting.

Note: Symbols may vary from those shown depending on your model dryer.

Lint filter (cleaning)

At the end of a programme the lint filter cleaning symbol will appear as a reminder to clean the filter.



Water tank (cleaning)

- At the end of a programme a symbol will appear as a reminder to empty the water tank.
- Should the tank become full during the drying cycle the symbol will flash and the dryer will pause.
- Drain the tank and press the Start / Pause / cancel button.
- The symbol switches off and the drying programme resumes.

Filter drawer (cleaning)

The symbol will appear whenever the drawer requires cleaning and switch off after the drawer has been cleaned.

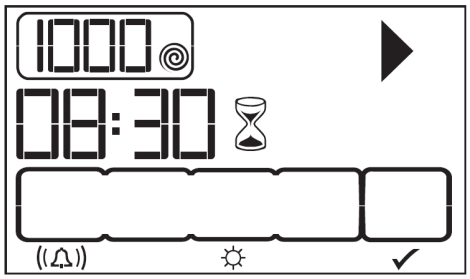
Door open warning

The warning symbol shows when the dryer door is open

Time delay

- A programme start time may be delayed by up to 24 hours.
- Load the laundry and close the dryer door.
- Select the drying programme and any desired auxiliary functions.
- Press the time delay buttons + and - to set the desired time delay.
- The time delay symbol will flash.
- Press the Start / Pause / Cancel button.
- The time delay will commence a countdown.
- The colon ":" in the centre of the display will start flashing.
- Additional laundry may be added at any time during the countdown period.
- At the end of the countdown the selected drying programme will commence and the time delay symbol will switch off.

Note the display shows a total of delay and drying time.



Changing the time delay

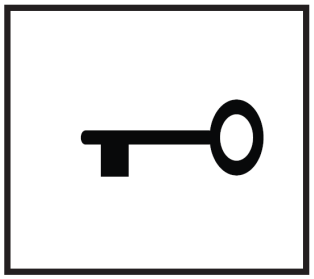
Press and hold the Start / Hold / Cancel button for 3 seconds.
Repeat the steps above to set a new time delay.

Cancelling the time delay

Press and hold the Start / Hold / Cancel button for 3 seconds.
Press the Start / Hold / Cancel button to resume the programme previously selected.

Child lock

- The dryer is equipped with a child lock to prevent accidental activation of the dryer controls while operating.
- When the lock is activated only the Start / Pause / Cancel button remains operational.
- To activate the lock, press and hold the Buzzer cancel button and the Anti-creasing buttons simultaneously for 3 seconds.
- The lock symbol will appear on the display..
- To deactivate the lock, press and hold the Buzzer cancel button and the Anti-creasing buttons simultaneously for 3 seconds.
- It is also deactivated when the On / Off button is pressed..

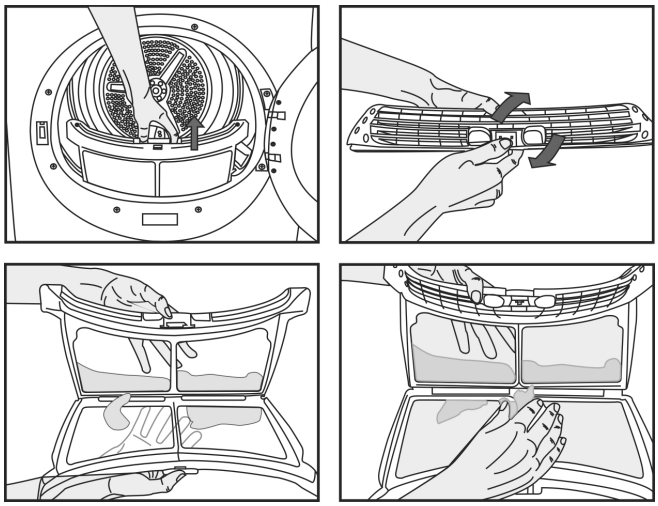


10 Maintenance and cleaning

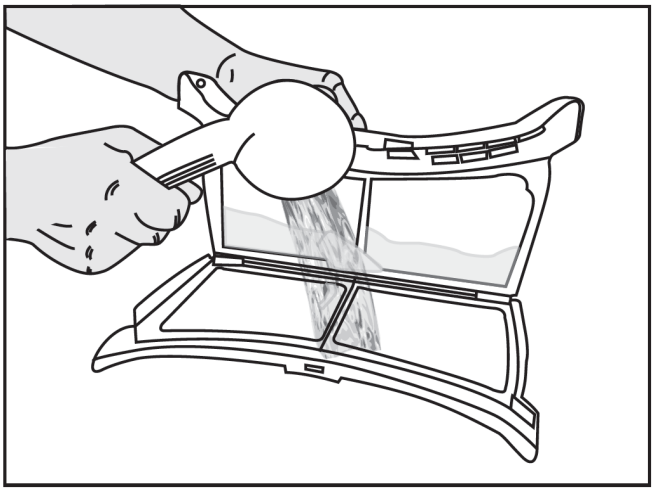
Unplug the dryer from the mains before attempting any cleaning or maintenance work.

Cleaning the lint filter

- The lint filter collects lint and loose fibres during drying and must be cleaned before or after each drying cycle.
- To clean the filter, open the door and remove the filter by pulling it up and out.
- Open the filter as shown.
- Clean the accumulated lint by hand or using a soft cloth.



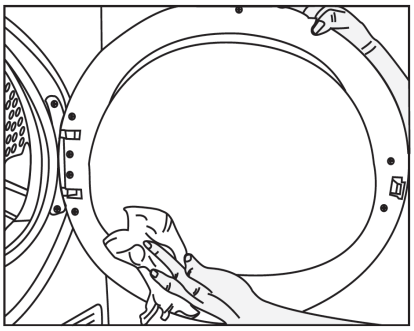
- Rinse under running water if necessary to open the pores in the mesh.

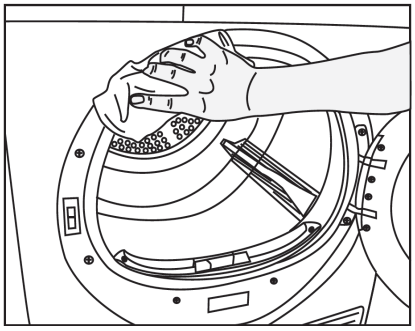


- Dry and close the filter
- Reinsert it in it's housing.

Cleaning the door and door gasket

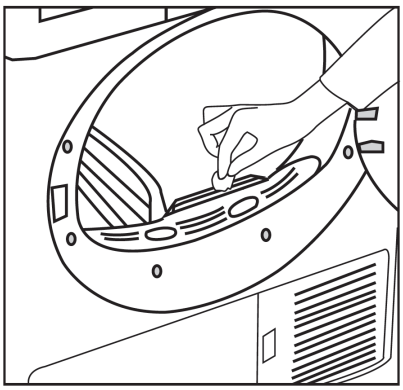
Clean the entire inner surface of the door and the door gasket with a moist cloth.





Cleaning the moisture sensors

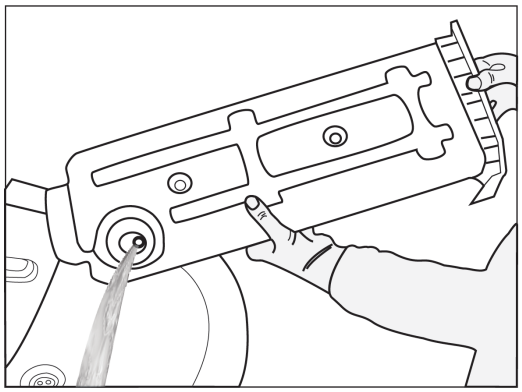
- Humidity sensors are on the inside of the dryer and detect when the laundry is dry.
- The sensors should be cleaned every three months.
- Wait until the dryer has cooled down and wipe the metal surfaces of the sensors with a soft cloth dipped in vinegar, then wipe dry.



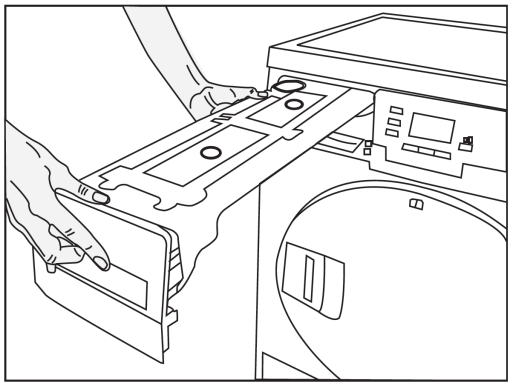
Draining the water tank

- Dampness from the laundry is removed during drying and condenses in the water tank
- Drain the tank after each drying cycle.
- Should you forget to drain the tank, a warning symbol in the display will display when the tank is full.
- Open the drawer and carefully remove the tank.

Draining the water tank. (Continued)



- Drain the tank & clean lint from funnel.
- Slide the empty tank back in it's housing.



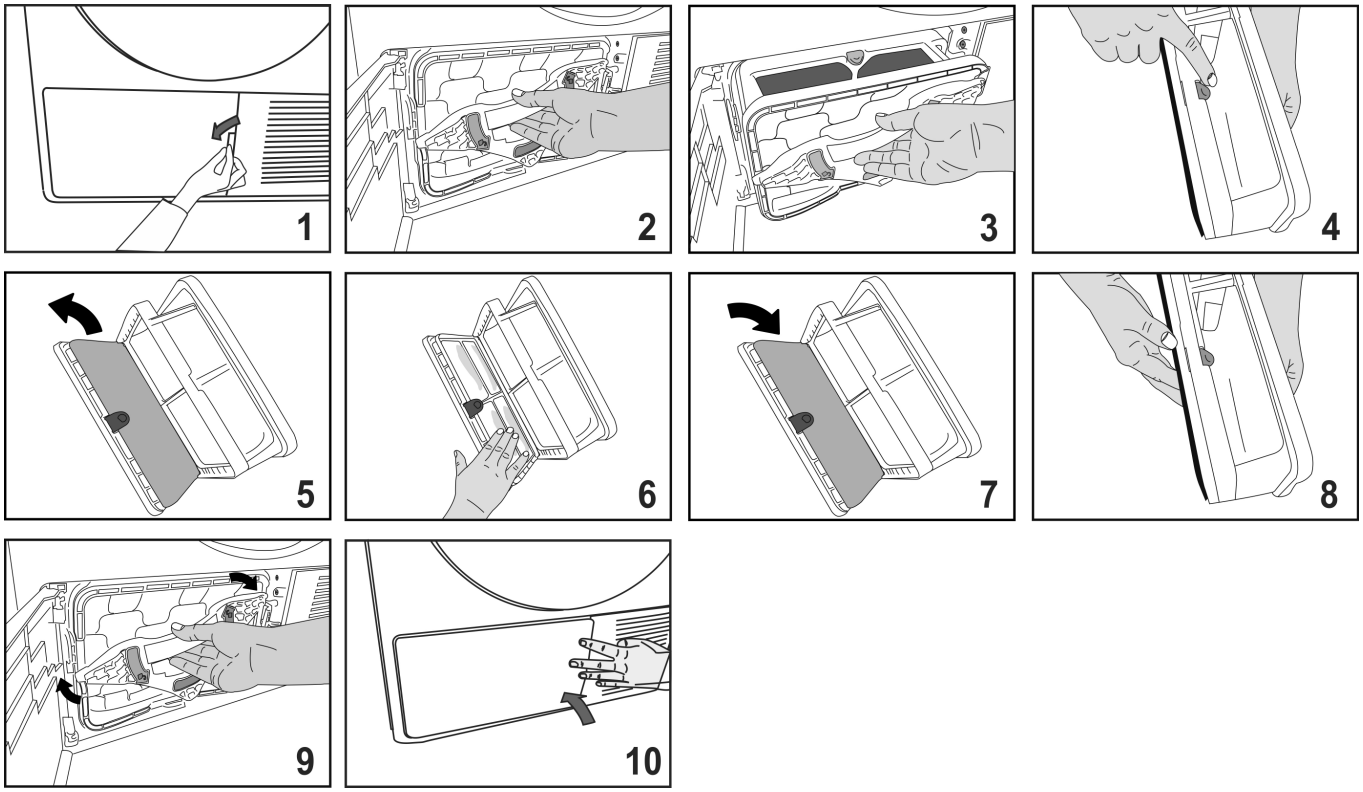
Never remove the water tank whilst the dryer is operating.

Condensed water is not fit for drinking.

Cleaning the filter drawer

- Any lint and fibres not collected by the lint filter are captured in the filter drawer located behind the kick panel.
- The filters in the drawer, one foam and one cloth, should be cleaned after every 5 drying cycles.
- Should you forget, a warning symbol will appear on the display.

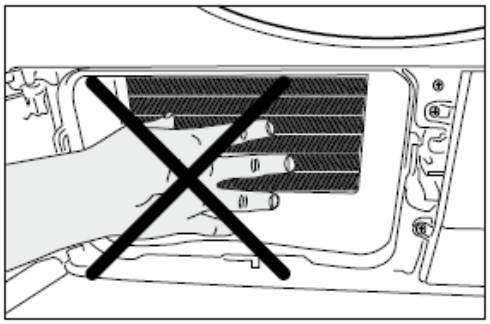
1. Press the kick panel tab to open the kick plate.
2. Remove the filter drawer cover by turning it in an anti clockwise direction.
3. Pull the filter drawer out.
4. Open the drawer by pressing on the red button.
5. Remove the sponge filter. Hand wash the sponge and dry
6. Remove any lint, and fibres by hand or using a soft cloth. If necessary open the pores in the mesh by rinsing under running water.
7. Dry the filter, replace the sponge
8. Close the filter, ensuring the red button locks, and place it back in it's housing.
9. Turn the filter cover clockwise to secure it in place
10. Close the kick panel cover.



Cleaning the evaporator

- Clean any lint accumulated on the evaporator fins behind the filter drawer using a vacuum cleaner with a brush attachment.

⚠ Be careful as the fins are sharp and could cut bare hands.



11 Trouble shooting

Since the following are not factory faults, they are the owner's responsibility.

- Damage to exterior finish.
- Breakage of components.
- Damage through improper use or installation of the dryer.
- Damage caused by moving the dryer.

Drying takes too long.

- Clean the lint filter.
- Clean the filter drawer.
- Improve room ventilation.
- Check ventilation grids are not blocked.
- Clean moisture sensors.
- Do not overload dryer.
- Spin laundry at a higher speed in your washing machine.

Laundry is till wet after drying

- Select a more appropriate programme.
- Use a timed programme.
- Clean the lint filter.
- Clean the filter drawer.
- Do not overload the dryer.
- Spin laundry at a higher speed in your washing machine.

Dryer does not switch on

- Ensure dryer is plugged into mains.
- Close the door.
- Press the Start / Pause / Cancel button.
- De activate the child lock.
- Ensure the dryer is not in pause mode.

Programme is interrupted without cause.

- Close door.
- Press the Start / Pause /Cancel button.
- Drain the water tank.

Laundry has shrunk, become felted or has deteriorated.

- Select a programme suitable for the type of fabric.
- Follow the instructions on the garment care label.

Drum light does not turn on (Some models).

- Make sure the dryer is switched on.

The End anti-creasing symbol is on

- Switch the dryer off and remove laundry.

End symbol is on

- Switch the dryer off and remove laundry.

Lint filter cleaning symbol is on

- Clean lint filter.

Lint filter symbol is flashing

- Clean lint filter.
- Clean filter drawer.

Water leaks from door

- Clean inner door and gasket.
- Close door until you hear an audible click.

Door opens spontaneously

- Close door until you hear an audible click.

Water tank symbol flashes

- Empty water tank.

Filter drawer symbol flashes

- Clean filter drawer.

Dryer makes noises

- Noises from the compressor, water pump and expanding metals are normal.

12 Technical specifications

Drying method	Condenser technology
Height (adjustable)	846mm
Width	595mm
Depth	598mm
Height adjustment of feet	5mm
Weight, unpacked	49kg approx.
Capacity (max)	8kg
Rated power output	See type label (located behind loading door)
Model code	See type label (located behind loading door)

13 Service Centres

If you have followed the instructions and still have a problem, contact the nearest Defy Service Centre. They will be able to advise you on any aspect of the product or send a qualified technician to repair it.

BLOEMFONTEIN
160 Long Street, Hilton,
Bloemfontein 9301.
Tel. 051 400 3900
Bloemfontein.Service@defy.co.za

CAPE TOWN
5A Marconi Rd.
Montague Gardens, 7441.
Tel. 021 526 3000
CapeTown.Service@defy.co.za

DURBAN
35 Intersite Avenue,
Umgeni Business Park, Durban 4051.
Tel. 031 268 3300
Durban.Service@defy.co.za

EAST LONDON
16 Bowls Rd. Arcadia, East London 5201.
Tel. 043 743 7100
EastLondon.Service@defy.co.za

JOHANNESBURG
Cnr. Mimetes & Kruger Sts. Denver ext.12
Johannesburg. 2094.
Tel. 011 621 0200 or 011 621 0300
Gauteng.Service@defy.co.za

POLOKWANE
87 Nelson Mandela Drive. Superbia 0699.
Tel. 0152 92 1166 / 7 / 8 / 9.
Polokwane.Service@defy.co.za

PORT ELIZABETH
112 Patterson Road,
North End, Port Elizabeth 6001.
Tel. 041 401 6400
PortElizabeth.Service@defy.co.za

PRETORIA.
Block A1 Old Mutual Industrial Park.
Cnr. D.F.Malan Drive & Moot Str.
Hermanstad. 0082.
Tel. 012 377 8300
Pretoria.Service@defy.co.za

OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED SERVICE AGENTS.
PLEASE CONSULT THE NEAREST REGIONAL DEFY SERVICE CENTRE FOR DETAILS

14 Warranty

This certificate is issued by DEFY APPLIANCES LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.

2. Vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.

3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.

4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.

5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.

6. These warranties shall not apply to the appliance if it is purchased or used beyond the borders of the Republic of South Africa, Namibia, Botswana, Swaziland and Lesotho.

7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.

8. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF PURCHASE FOR WARRANTY PURPOSES.